
Purpose

Outline the rights and responsibilities of applicants and clients as defined by federal regulations and interpreted within the content of the Nebraska WIC Program Service Philosophy.

**Applicant/
Client
Rights &
Responsibilities**

All applicants and clients in the Nebraska WIC Program have specific rights and responsibilities as outlined in the federal regulations.

These rights and responsibilities are that:

- Standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, national origin, age, disability, or sex.
- Applicants and clients may appeal any decision made by the local agency regarding their eligibility for the Program.
- The local agency will make health services and nutrition education available to clients, and clients are encouraged to participate in these services.
- Every program applicant, parent or caretaker shall be informed of the illegality of dual participation.
- Each client, parent or caretaker shall receive an explanation of how the local food delivery system operates.
- Clients, shall be advised of the types of health services available, where they are located, how they may be obtained, and why they may be useful.
- Persons found ineligible for the Program during a certification visit shall be advised in writing of the reasons for ineligibility and the right to a fair hearing.
- Persons who are disqualified during a certification period shall be advised in writing not less than 15 days before the disqualification of the reasons and the right to a fair hearing.
- When a claim is pursued against a client who has been improperly issued benefits, the person shall be advised in writing of the reasons for the claim, the value of the improperly issued benefits, and the

**Applicant/
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(cont)**

right to a fair hearing.

- Clients shall be notified not less than 15 days before the expiration of each certification period that certification for the program is about to expire.

**Nebraska WIC
Program
Client
Rights**

It is the belief of the Nebraska WIC Program that all applicants and clients have the right to:

1. The highest quality of services available.
2. Quality education which is specific to the client's needs.
3. Comprehensive client centered services.
4. Available and accessible clinics throughout the State of Nebraska.
5. Vendors available throughout the state.
6. Improved health and nutritional status.

**Example of
Rights &
Responsibilities**

For a copy of the current Rights and Responsibilities provided to all applicants and clients refer to Volume I, Section C, Page 2.
